

92-02-260

2/21/92

Vermont Consumer Assistance Program
103 Teerill Building / U.V.M.
Burlington VT 05405

Re: Sweepstakes Clearinghouse

I am sending this "telephone" bill to you
per our telephone conversation today.

I never called these people. After I
received their 1st green post card in January,
I only called your office. I sent the card
to you, also.

If you would like, I will send you a
copy of my phone bill that covers this
period when I receive it. I do not know
what their phone number is as I did not
keep a copy of that green post card.

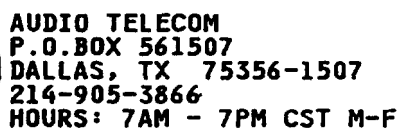
I hope you get to the bottom of this.
Thanks.

802/463-9671 - home

Janora Pearson

~~XXXXXXXXXXXXXXXXXXXX~~

RECEIVED
JUN 28 1992
FOC MAIL BRANCH



ACCOUNT NUMBER: 41333862752
TELEPHONE NUMBER: 800 434 2313 10
BILLING DATE: FEBRUARY 12, 199

AMOUNT DUE

DUE DATE: MARCH 4

\$15.60

•

SANDRA H. PEARSON
P.O. BOX 436
BELLOWS FLS, VT 05101-0436

MAKE CHECK OR MONEY ORDER PAYABLE TO: AUDIO TELECOM

99 02 413338627529 EQ49 0017 A1006

PLEASE DETACH ALONG PERFORATED LINE AND KEEP THIS PORTION FOR YOUR RECORD

ACCOUNT NUMBER	BILLING DATE	DUE DATE
413338627529	FEBRUARY 12, 1992	MARCH 4, 1992

CURRENT CHARGES

AUDIO TELECOM - INTERACTIVE INFORMATION SERVICES:
02-04-92 SWEEPSTAKES CLEARINGHOUSE 4 MIN @ 3.90
CALL TO 800-422-2313 (TOLL FREE)

15.6
.0

CURRENT CHARGES DUE BY MAR 4

\$ 15.6

PREVIOUS CHARGES

AMOUNT OF LAST BILL
PAYMENTS APPLIED

.0
.0

THANK YOU

.0

TOTAL AMOUNT DUE

\$ 15.60

**A ONE TIME 5.0% LATE PAYMENT CHARGE MAY BE ASSESSED
IF CURRENT CHARGES ARE NOT PAID BY MAR 4**

99 02 413338627529 F049 0017 A1.001

ACCOUNT NUMBER: 413355093894
TELEPHONE NUMBER: 802 759 2433 104
BILLING DATE: FEBRUARY 12, 1992

\$15.60

DUE DATE: MARCH 4

g

RICHARD W. SORRELL
RD. 3
VERGENNES, VT 05491-9803

92-02-249

99 02 413355093894 ER92 0017 A1006

PLEASE DETACH ALONG PERFORATED LINE AND KEEP THIS PORTION FOR YOUR RECORDS

ACCOUNT NUMBER	BILLING DATE	DUE DATE
413355093894	FEBRUARY 12, 1992	MARCH 4, 1992

CURRENT CHARGES

AUDIO TELECOM - INTERACTIVE INFORMATION SERVICES:	
02-03-92 SWEEPSTAKES CLEARINGHOUSE 4 MIN @ 3.90	15.60
CALL TO 800-422-2313 (TOLL FREE)	.00

CURRENT CHARGES DUE BY MAR 4	\$ 15.60
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PREVIOUS CHARGES

AMOUNT OF LAST BILL	.00
PAYMENTS APPLIED	.00

THANK YOU	<u>.00</u>
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<u>TOTAL AMOUNT DUE</u>	\$ 15.60
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**A ONE TIME 5.0% LATE PAYMENT CHARGE MAY BE ASSESSED
IF CURRENT CHARGES ARE NOT PAID BY MAR 4**

99 02 413355093894 ER92 0017 A1006

AML-12-2627

RECEIVED
OCT 20 1992
FCC MAIL BRANCH

February 21, 1992

Consumer Assistance Program
103 Terrill Hall
UVM
Burlington, Vermont 05401

Dear Sir:

Per our telephone conversation I have enclosed as you instructed me to do: a photo copy of the card we received, the bill and the return envelope.

I called the 800 number was asked to give the "Award #" then told if I wished to know what prize we had won to push 1 and there would be a phone charge for this. I pushed the one and hear about Sweepstake Clearinghouse and to continue push another number. If I remember correctly I had to push 3 buttons in order to finally hear what the prize was. Then we received a bill from Audio Telecom for \$15.60. I was under the impression our phone company would bill us, but could be wrong. You will notice the return envelope does not have "Audio Telecom" just a box #. I have not paid the bill and will not do anything until I hear from you.

Sincerely,

Marilla Sorrell

Marilla Sorrell
Richard Sorrell
RD # 3 Box 3695
Vergennes, Vt 05491
759-2433

RECEIVED
JUL 28 1992
FCC MAIL BRANCH

92-02-241

February 13, 1992

Allison Herman, Consumer Advisor
Consumer Advisor Program
Vermont State Attorney General
Terrill Building
University of Vermont
Burlington, Vermont 05405

Subject: Sweepstakes Clearinghouse
Audio Telecom Bill

Dear Ms. Herman:

Attached is a copy of a bill from Audio Telecom for \$15.60 apparently associated with Sweepstakes Clearinghouse. Please be advised that no person at the address listed on the bill ever placed a call to "Interactive Information Services" or requested service from "Audio Telecom". Furthermore, our family never received a so-called green postcard that other individuals in the neighborhood reportedly received through the U. S. Mail Service advising of prize eligibility. The first we were impacted by this situation is receipt of the attached bill. As per your direction, we will not respond to this or any follow-up bill from Audio Telecom.

Thank you for your assistance.

Sincerely,

Cynthia B. Zorzi

Cynthia B. Zorzi

RECEIVED
JUL 28 1992
FCC MAIL BRANCH

ACCOUNT NUMBER: 802 229 0190 104
BILLING DATE: FEBRUARY 5, 1992

DUE DATE: FEBRUARY 26

AMOUNT DUE

\$15.60

CYNTHIA ZORZI
RD. 4 JUDSON DR.
MONTPELIER, VT 05602-9804

MAKE CHECK OR MONEY ORDER PAYABLE TO: AUDIO TELECOM

99 02 413338657336 EQ49 0010 A0906

PLEASE DETACH ALONG PERFORATED LINE AND KEEP THIS PORTION FOR YOUR RECORDS

ACCOUNT NUMBER	BILLING DATE	DUE DATE
802 229 0190 104	FEBRUARY 5, 1992	FEBRUARY 26, 1992

CURRENT CHARGES

AUDIO TELECOM - INTERACTIVE INFORMATION SERVICES:		
01-28-92 SWEEPSTAKES CLEARINGHOUSE 4 MIN @ 3.90		15.60
CALL TO 800-422-2313 (TOLL FREE)		.00

CURRENT CHARGES DUE BY FEB 26 **\$ 15.60**

PREVIOUS CHARGES

AMOUNT OF LAST BILL	.00
PAYMENTS APPLIED	.00

THANK YOU .00

<u>TOTAL AMOUNT DUE</u>	\$ 15.60
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A ONE TIME 3.0% LATE PAYMENT CHARGE WILL BE ASSESSED
IF CURRENT CHARGES ARE NOT PAID BY FEB 26

99 02 413338657336 EQ49 0010 A0906

APCC MAIL CHAIN OF
AP-12-2627

RECEIVED

9-13-99

Consumer Assistance Program
103 Terrell Hall
University of Vermont
Burlington, VT 05405

Dear Sir:
In reference to my
telephone call to your
office a few days ago,
I am sending to you
the following:

1. Official notice card
from Superstates
Warning House awards
Department
Telephone bill for \$15.60
from Audio Tapes,
placed the Tapes (Bills)
Letter business service

and was told that Audio Tapes
were not an
official telephone company
and a subsidiary of the
Superstates Reading
House.

3. Superstates Reading House
certificates (2) and the
amount of \$20 each
along with the order
form for purchasing
Superstates Reading House
envelope with official
notice and other nice
information.

Please note that these
were on 4. 7. 7. 7. 7.
included with the Tapes
bill from Audio Tapes.

As you will make, in
last, name has been
it look and more
official as a legitimate
telephone billing.

As you will make, in
last, name has been
it look and more
official as a legitimate
telephone billing.

Sincerely,
Deborah R. Smith
89 Chatham Drive, Apt. 101
Burlington, VT 05405

RECEIVED

OCT 9 8 1999

FCC MAIL DIVISION



AUDIO TELECOM
P.O. BOX 561507
DALLAS, TX 75356-1507
214-905-3866
HOURS: 7AM - 7PM CST M-F

ACCOUNT NUMBER: 802 862 6130 104
BILLING DATE: FEBRUARY 5, 1992

DUE DATE: FEBRUARY 26

AMOUNT DUE

\$15.60

CATHERINE R. MEC
UNIT 264
80 AUSTIN DR.
BURLINGTON, VT 05401-5486

*a subsidiary of
Sweepstakes Clearing
House*

MAKE CHECK OR MONEY ORDER PAYABLE TO: AUDIO TELECOM

99 02 413328208926 EQ31 0010 A0906

PLEASE DETACH ALONG PERFORATED LINE AND KEEP THIS PORTION FOR YOUR RECORDS

ACCOUNT NUMBER	BILLING DATE	DUE DATE
802 862 6130 104	FEBRUARY 5, 1992	FEBRUARY 26, 1992

CURRENT CHARGES

AUDIO TELECOM - INTERACTIVE INFORMATION SERVICES:
01-29-92 SHEEPSTAKES CLEARINGHOUSE 4 MIN @ 3.90
CALL TO 800-422-2313 (TOLL FREE)

15.60
.00

CURRENT CHARGES DUE BY FEB 26

\$ 15.60

PREVIOUS CHARGES

AMOUNT OF LAST BILL
PAYMENTS APPLIED

.00
.00

THANK YOU

.00

TOTAL AMOUNT DUE

\$ 15.60

A ONE TIME 3.0% LATE PAYMENT CHARGE WILL BE ASSESSED
IF CURRENT CHARGES ARE NOT PAID BY FEB 26

FCC MAIL BRANCH

FEB 9 8 1992

RECEIVED

91-11-718

NOV 07 1992

Anne M. Trombley
RD#1, Box 519
Johnson, VT 05656

Office of The Attorney General
ATTN: Consumer Complaints
Pavillion Office Building
Montpelier, VT 05602

I would like to lodge a complaint against the following:

Sweepstakes Clearinghouse
1555 Regal Row
Dallas, TX 75247

I received notification in the mail that I had been awarded (two) of the items listed below and that I must claim them immediately! The prizes were as follows:

\$10,000. cash prize
\$1000. Cash prize
\$200. savings certificate
\$100. US Savings Bond

There was a # to call (1-900-860-6969). My husband called this # and was asked for the claim #. He gave them the number and they kept repeating it back to him incorrectly. After 4 minutes @ \$2.50/minute he finally hung up. This phone call cost me \$10. and the information was never even received as far as I know.

This is a rip off and I'm sure that alot of people have been suckered into calling this # with the same results. What can we do to put a stop to this? Personally, I would never even have called because I am the most unlucky person alive and never win anything. My husband has never received much "junk mail" and figured this was a legitimate "win".

Upon further reading, I noticed in small print that you could be awarded two of the same award which to me meant that if you did win it would be two of the savings certificates (odds of 2:1). How can they get away with this? It cost me \$10.00 to teach my husband a hard lesson. He is a very trusting person and I am very cynical.

Maybe if you call that number, you will see exactly what happens. I'm not spending my money to see if it happens everytime. I'm sure that it does.

Sincerely,

Anne M. Trombley
Anne M. Trombley

FCC MAIL BRANCH

JUL 9 8 1992

RECEIVED

DF 10 199



November 29, 1991

Anne M. Trombley
Rd. #1 Box 519
Johnson, VT 05656

Dear Ms. Trombley:

We are in receipt of your inquiry filed through the office of the Vermont Attorney General. We appreciate the opportunity to respond.

Sweepstakes Clearinghouse is a nationally known company that conducts many different types of promotions such as contests, sweepstakes, giveaways and other types of direct merchandising. We serve literally hundreds of thousands of satisfied consumers every year. We are proud of our record of delivering sweepstakes awards and quality merchandise to customers on time and in good condition.

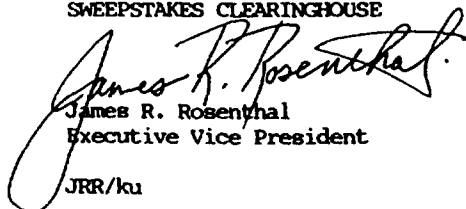
The notice you received is a part of our current sweepstakes. All of the rules and conditions are clearly stated on the card you received. No one is obligated to call the 900 number. This number was provided for your convenience in claiming your prize. The notice gave you two options, for immediate delivery call the 900 number, or for 4-6 week delivery return the notice with a self-addressed stamped envelope. The notice clearly states that there is a charge for calling the 900 number. There is also a preamble at the beginning of the call that advises you of the charge and gives you the opportunity to discontinue the call at no cost to you.

We regret your husband had difficulty using the 900 telephone number. It is obvious that the computer equipment did not function properly for his call. His experience is certainly not the way the call was supposed to be handled by our Service Bureau. If you will send us a copy of your telephone bill, we will promptly refund the cost of the call.

We trust this satisfies your concerns and resolves the matter to your satisfaction.

Sincerely,

SWEEPSTAKES CLEARINGHOUSE


James R. Rosenthal
Executive Vice President
JRR/ku

cc: Vermont Attorney General
Your File No.: 91-11-218

AUG 02 1991

91-08-121

7/29/91

I recieved this several weeks ago and have not responded. Last Spring I called another 900 number and got took for \$10.00. The phone company did take that charge off my bill but I feel there must be some kind of con involved on this latest "notice".

I'm complaining.

Ray Cuff

RECEIVED

JUL 28 1992

FCC MAIL BRANCH

SEP 16 1991



September 11, 1991

B. Chioffi
146 Main Street
Montpelier, VT 05602

Dear Mr./Ms. Chioffi:

We are in receipt of your inquiry filed through the office of the Vermont Consumer Assistance Program. We appreciate the opportunity to respond.

Sweepstakes Clearinghouse is a nationally known company that conducts many different types of promotions such as contests, sweepstakes, giveaways and other types of direct merchandising. We serve literally hundreds of thousands of satisfied consumers every year. We are proud of our record of delivering sweepstakes awards and quality merchandise to consumers on time and in good condition.

The notice you received is a part of our current sweepstakes. All of the rules and conditions are clearly stated on the card you received. You are not obligated to call the 900 number. This number was provided for your convenience in claiming your prize. The notice gave you two options, for immediate delivery call the 900 number, or for 4-6 week delivery return the notice with a self-addressed stamped envelope. The notice clearly states that there is a charge for calling the 900 number. There is also a preamble at the beginning of the call that advises you of the charge and gives you the opportunity to discontinue the call at no cost to you.

We at Sweepstakes Clearinghouse try to keep the needs of our customers as our top priority. We do not like having dissatisfied consumers. Anyone who is not completely pleased with any aspect of our award program, and has spent money to have the convenience and rapid response of our 900 number, has a full 30 day satisfaction or refund of money guarantee. Refunds can be obtained by sending us a copy of the paid telephone bill.

We trust this satisfies your concerns and resolves the matter to your satisfaction.

Sincerely,

SWEEPSTAKES CLEARINGHOUSE


James R. Rosenthal
Vice President Operations

JRR/ku

cc: Vermont Consumer Assistance Program
Your File No.: 91-08-121

FCC MAIL BRANCH

OCT 2 8 1992

RECEIVED

91-08-121
can't

TO

Sweepstakes Claring House
1555 Regal Row
Dallas, TX 75247

DATE 9/3/91

SUBJECT 91-08-121

RECEIVED

OUL 2 8 1991

Dear Mr. Rosenthal,

FCC MAIL BRANCH

Thank you for responding to our letter of August 2nd. I am sorry that you did not have the necessary information to resolve this complaint. The consumer's name is B. Chioffi, 146 Main Street, Montpelier, VT 05602.

I hope that with above information that we now may anticipate a timely resolution to this matter.

Sincerely,

Paula Kelley
Paula Kelley
Coordinator

91-08-171

FCC MAIL BRANCH

JUL 9 8 1992

RECEIVED

Mr. Berg, 8/7/9
I bit into this scar.
Mr. R. Watts told me to
send you this info.
AT&T has given me c

Thanks,
Marian

Mariann Grimm
18 Forest Park
Timberlane
S. Burlington, VT 05403

91-08-171 con

Please fold and detach here. Return above portion with your payment. If paying in person bring the entire page. All charges are payable to New England Telephone.

Summary of Account

ACCOUNT NO. 802 863-8762 337 002 8 R63 BILLING PERIOD: MAY 13-JUNE 12, 1991

► Past Charges and Credits

PREVIOUS BILL	93.95
PAYMENT RECEIVED—THANK YOU	93.95CR
OUTSTANDING BALANCE BEFORE NEW CHARGES	0.00

► New Charges

NEW ENGLAND TELEPHONE	52.49
AT&T	47.71
TOTAL NEW CHARGES	100.20

► Total Amount Due

100.20

THIS BILL IS DUE UPON PRESENTATION. ACCOUNT
WILL BE OVERDUE 30 DAYS FROM MAILING DATE.

QUESTIONS ABOUT YOUR BILL? PLEASE CALL THE INDIVIDUAL COMPANY INVOLVED. PHONE
NUMBERS FOR EACH COMPANY ARE LISTED ON THE ITEMIZATION PAGES OF THAT COMPANY.

AT&T

4.	MAY 14	944AM	FROM BURLINGTON	VT	802 985-3350				
			BINGHAMTON	NY	607 775-2744	DS	2	2.90	
5.	MAY 15	832AM	FROM UNDERHILL	VT	802 899-3420				
			BINGHAMTON	NY	607 775-2744	DS	7	3.91	
6.	MAY 15	1005AM	FROM BURLINGTON	VT	802 985-4110				
			MONTROSE	PA	717 278-3010	DS	6	3.71	
7.	MAY 16	920AM	FROM BURLINGTON	VT	802 985-4110				
			BINGHAMTON	NY	607 729-6161	DS	9	4.32	
8.	MAY 16	930AM	FROM BURLINGTON	VT	802 865-3367				
			HALLSTEAD	PA	717 879-5209	DS	2	2.15	
9.	MAY 16	1122AM	FROM BURLINGTON	VT	802 865-3367				
			HALLSTEAD	PA	717 879-5209	DS	2	2.15	
10.	MAY 16	221PM	FROM BURLINGTON	VT	802 863-3196				
			HALLSTEAD	PA	717 879-5209	DS	1	1.95	
11.	MAY 16	433PM	FROM BURLINGTON	VT	802 863-3196				
			BINGHAMTON	NY	607 775-2744	DD	2	.42	
12.	MAY 16	501PM	QUAKERLAKE	PA	717 663-2645	ED	1	.14	
13.	MAY 16	640PM	QUAKERLAKE	PA	717 663-2220	ED	3	.43	
14.	MAY 16	1001PM	QUAKERLAKE	PA	717 663-2645	ED	5	.72	
15.	MAY 21	831PM	QUAKERLAKE	PA	717 663-2645	ED	2	.29	
	MAY 26	131PM	QUAKERLAKE	PA	717 663-2645	ND	1	.12	
	JUN 2	902PM	TARPON SPG	FL	813 943-8176	ED	46	6.88	
	JUN 3	847PM	SWPSTKSCH		900 896-6611	DD	3	7.50	

DEPT. OF PUBLIC SERVICE
120 STATE STREET
MONTPELIER, VERMONT 05602

DAY DIAL
NIGHT/WEEKEND DIAL

ED EVENING DIAL
DS DAY STATION

151 2 6 AUG

RECEIVED
1000 8 1992
FCC MAIL BRANCH

FEB 18 1992

February 17, 1992

92-02-226

Consumer Assistance Program
The University of Vermont
103 Terrill Building
Burlington, VT 05401

To whom it may concern:

I am writing at the urging of both New England Telephone and the State of Vermont Secretary of State's Office. I wish to file a complaint concerning a recent telephone transaction/mail promotion and enlist your help in (hopefully) prosecuting and/or putting a stop to a telephone practice I feel is unjust and probably illegal.

Following is a summary of the situation:

—On Friday, January 31, 1992, my wife, MaryShannon, received a postcard informing her she had won "one of two prizes." The card had a "1-800" number to call so that you could "claim your prize." Unfortunately, I no longer have this postcard, but there was no clear indication on it that the call would be a toll call. I would have never placed the call had I known I would be charged.

—Upon calling, I was connected to a voice mail system asking me to enter and verify the various information on the postcard. At no time did I speak with a human being. I was told by the computer that my "prize" would arrive by mail. I was never told I was making a toll call.

—So far, the only communication I've received in the mail is a bill for \$11.70 (cleverly disguised as a phone bill) for my time spent verifying the sweepstakes information. I've included a photocopy for your reference.

My complaint is based on the fact that it was not clear on the postcard that I would be billed for the call. In fact, though now I cannot prove it, it may have not said anything at all about billing. Likewise, at no time during the actual call was I told I would be charged for the call. In addition, in all my years as a consumer, I have never been charged for a "1-800" call. Finally, it appears that there was no prize or no sweepstakes at all; the entire purpose of the promotion was to bill me \$11.70 for the call.

Admittedly, \$11.70 is not a terribly large amount of money, but I am angry that people all over the United States, some unknowingly, will pay this bill thinking it's a telephone bill. The consumer confusion caused by all the calling options (1-800, 1-900, Sprint, MCI, AT&T, etc.) available to consumers only helps to fuel this type of scam.

FCC MAIL BRANCH

QUN 9 8 1992

RECEIVED

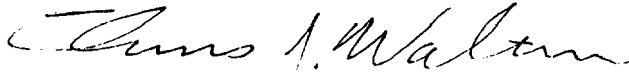
FCC MAIL BRANCH

QUN 9 8 1992

RECEIVED

And so, I am asking your help, not only on my behalf, but for the sake of the probably hundreds of people who were also taken by this bogus promotion. If I can be of any assistance at all, please don't hesitate to write or call. Thanks for your assistance and please keep me posted with your progress in this case.

Sincerely,



Thomas J. Walters
458 South Union Street, #2
Burlington, VT 05401
802-658-6475 (days)

RECEIVED

JUN 28 1992

FCC MAIL BRANCH I

92-02-226
com 4

PLEASE DETACH HERE TO PREPARE YOUR PAYMENT



AUDIO TELECOM
P.O. BOX 561507
DALLAS, TX 75356-1507
214-905-3866
HOURS: 7AM - 7PM CST M-F

ACCOUNT NUMBER: 802 860 6239 104
BILLING DATE: FEBRUARY 5, 1992

DUE DATE: FEBRUARY 26

AMOUNT DUE

\$11.70

MARYSHANNON WALTERS
458 S. UNION ST. # 2
BURLINGTON, VT 05401-4806
|||||

MAKE CHECK OR MONEY ORDER PAYABLE TO: AUDIO TELECOM

99 02 413338637346 EQ28 0012 A0206

PLEASE DETACH ALONG PERFORATED LINE AND KEEP THIS PORTION FOR YOUR RECORDS

ACCOUNT NUMBER	BILLING DATE	DUE DATE
802 860 6239 104	FEBRUARY 5, 1992	FEBRUARY 26, 1992

CURRENT CHARGES

AUDIO TELECOM - INTERACTIVE INFORMATION SERVICES:
01-31-92 SWEEPSTAKES CLEARINGHOUSE 3 MIN @ 3.90 11.70
CALL TO 800-422-2313 (TOLL FREE) .00

CURRENT CHARGES DUE BY FEB 26 \$ 11.70

PREVIOUS CHARGES

AMOUNT OF LAST BILL .00
PAYMENTS APPLIED .00

THANK YOU .00

TOTAL AMOUNT DUE \$ 11.70

A ONE TIME 3.0% LATE PAYMENT CHARGE WILL BE ASSESSED
IF CURRENT CHARGES ARE NOT PAID BY FEB 26

99 02 413338637346 EQ28 0012 A0206

AM-12-2627

REC MAIL BRANCH

FEB 28 1992

RECEIVED

91-08-171

F Elliot

CAP/ 8/19/91

AUG 23 1991

Here is a 900 case of
outright fraud.

This woman never received
any gift etc - despite several
phone calls and many months.

Perhaps, you want to
follow-up?

FCC MAIL DIVISION

JUL 28 1992

REC'D

Buss

Ruchew